

State of 911

Webinar Series

NATIONAL 911 PROGRAM
DECEMBER 13, 2016

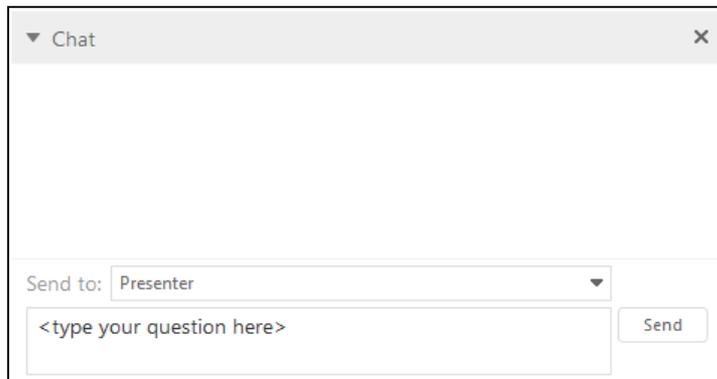
State of 911 Webinar Series

- Designed to provide useful information about Federal and State participation in the planning, design, and implementation of Next Generation 911 (NG911) coupled with real experiences from leaders overseeing these transitions throughout the country
- Webinars are held every other month and typically include presentations from a Federal-level 911 stakeholder and State-level 911 stakeholder, each followed by a 10-minute Q&A period
- For more information on future webinars, access to archived recordings and to learn more about the National 911 Program, please visit 911.gov
- Feedback or questions can be sent to: National911Team@mcp911.com

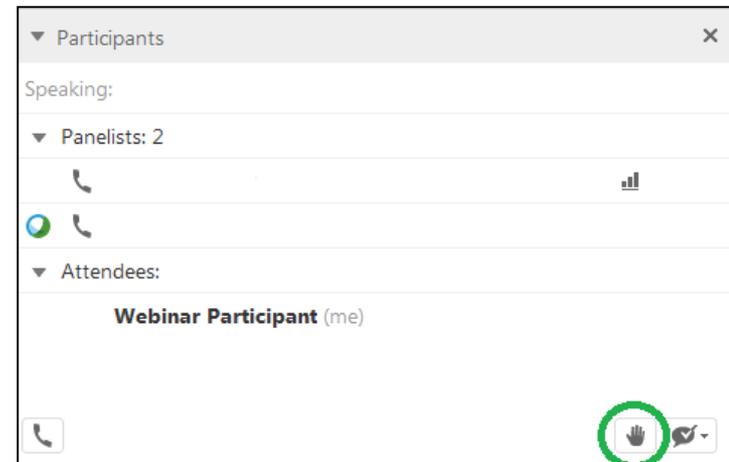
Questions?

For WebEx Technical Assistance, please call: (866) 229-3239, Option 1

To ask a question, please use WebEx's "Chat" feature located on the right-hand side of your screen.



During the Q&A portion of the webinar, please click on "Raise Hand" and your phone will be unmuted.





Enterprise Mass Warning and Notification (EMWN)



Joe Wassel
Serena Chan
Elisabeth Ferland

December 2016

SUPPORT THE WARFIGHTER

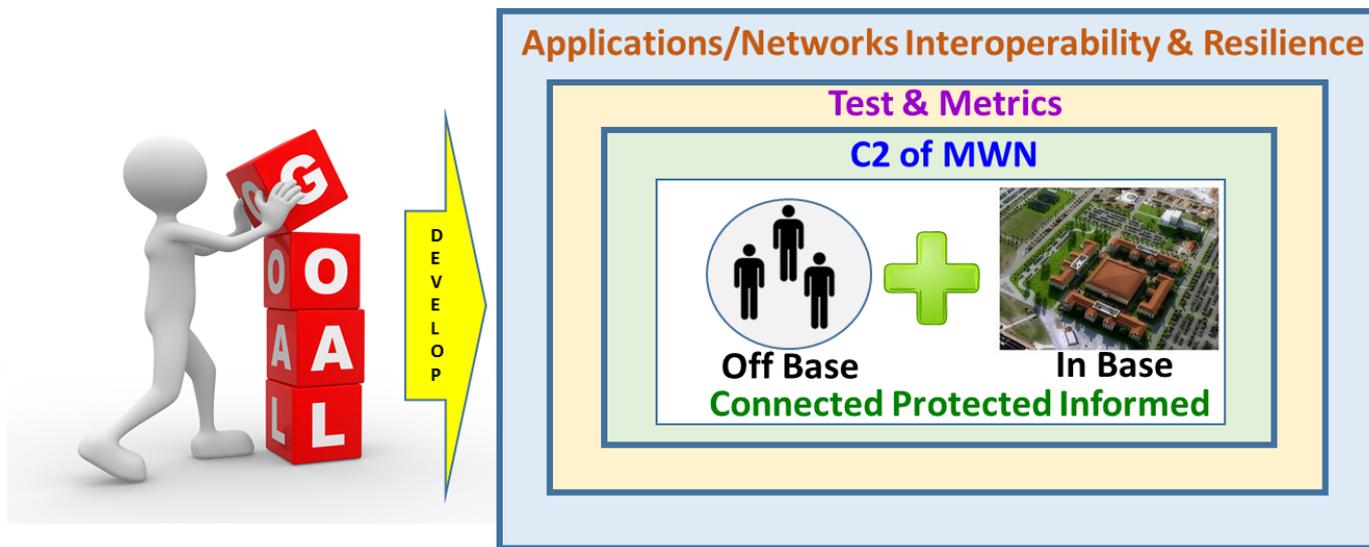


Thank You
SUPPORT THE WARFIGHTER



Problem Statement and Mission

- **Problem Statement:** To protect all DoD personnel with resilient mission assurance information systems, specifically focusing first on providing mass warning and notification capabilities to those **off-installation**.



Resilient Mission Assurance Information Systems

- **Mission:** To ensure the Force Protection Lead in each Geographic COCOM is aware of hazards earlier and has the capability to Alert and Warn in order to safeguard our people in harm's way.



US Northern Command Vision Statement

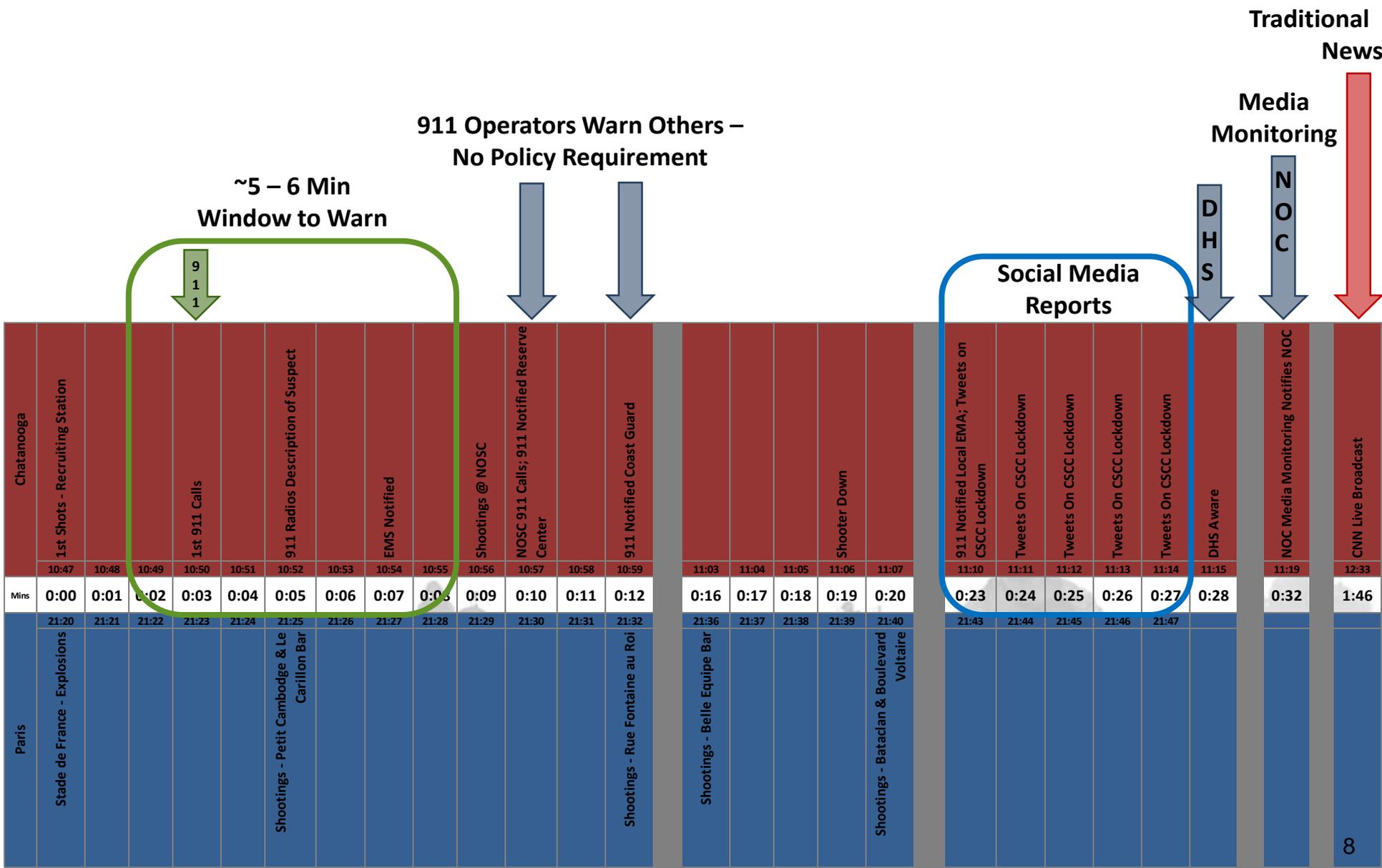
“With our trusted partners, we will defend North America by outpacing all threats, maintaining faith with our people and supporting them in their times of greatest need.”

Priorities, Commander USNORTHCOM:

- 1. Expand and strengthen our trusted partnerships**
- 2. Gain and maintain all-domain situational awareness**
- 3. Advocate and develop capabilities in core mission areas to outpace all threats**
- 4. Take care of our people**

Chattanooga & Paris Information Timeline

D O D C I O



~5 - 6 Min Window to Warn

911 Operators Warn Others - No Policy Requirement

Social Media Reports

Media Monitoring

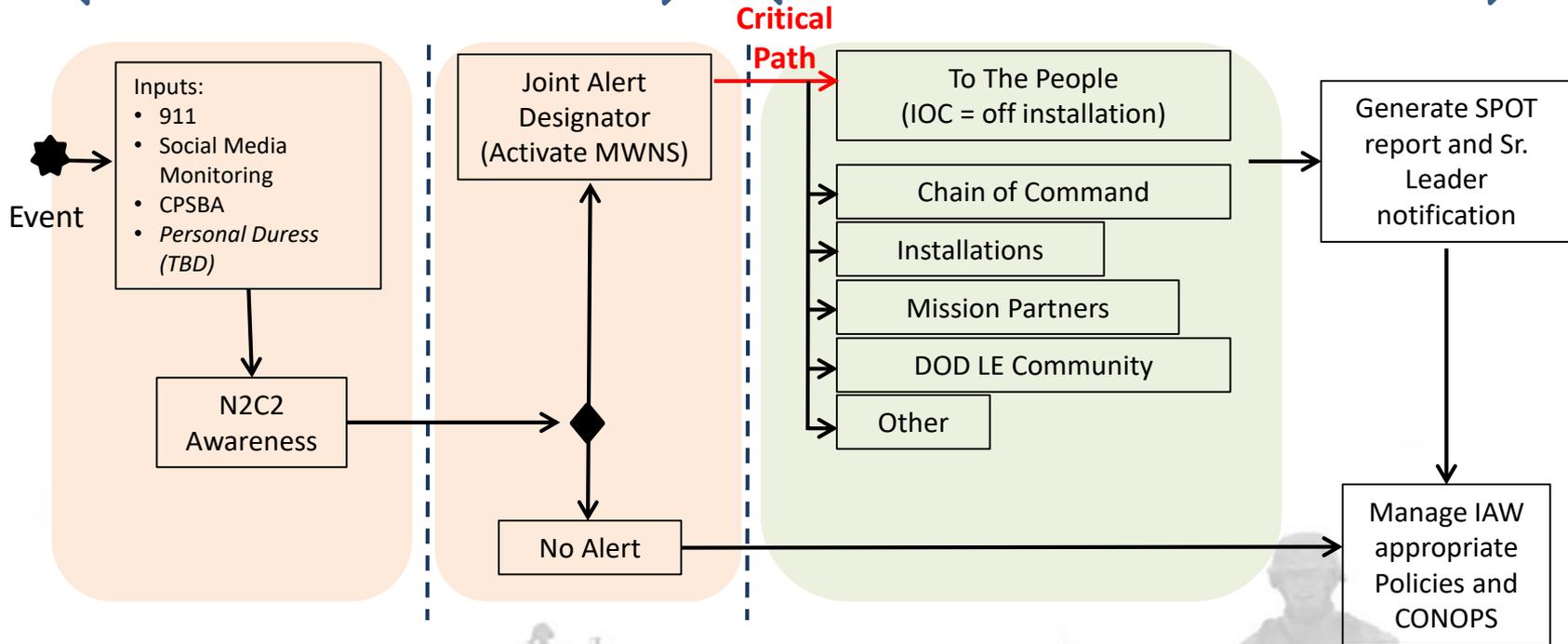
Traditional News

9
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DoD EMWN High-Level OV-1



Hazards (To include but not limited to):

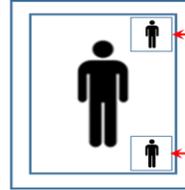
- Active Shooter
- Fire near a military installation or facility
- CBRNE event
- Riots of Civil Disturbances near a military installation or facility
- Any aircraft crash
- HazMat incident near a military installation or facility
- Critical Infrastructure Failure
- Report of violent action against military personnel
- Environmental
 - Earthquake
 - Volcano
 - Tornado/Hurricane



Maximum Penetration through Multi-Modal Saturation

TBD

Ideal Case



| | DIB | In Transit Off Base | Leased Facility | Non Guarded Off Base Facility | C,P,S,B,A Fortified | Base Tenants | SCIF |
|------------------|-----|---------------------|-----------------|-------------------------------|---------------------|--------------|------|
| Giant Voice | | | | | | | |
| Beacon | | | | | | | |
| Cell | | | | | | | |
| Mini Voice | | | | | | | |
| Civ Siren | | | | | | | |
| DoD Siren | | | | | | | |
| Desktop | | | | | | | |
| Fire Alarm (int) | | | | | | | |



Pilot with 9-1-1 Public Safety Answering Points (PSAPs)



- How does the DoD ensure that their personnel are aware of critical threats that may impact military personnel?
- A Pilot PSAP which is notified of any potentially serious incident that may impact a Department of Defense facility or Department of Defense personnel shall notify the USNORTHCOM OPERATIONS CENTER at 1-800-xxx-xxxx as soon as the event is verified or a high level of confidence exists in the PSAP that the event is valid and **after dispatch** is done.

| | | |
|---|--|--|
| Critical infrastructure failure (bridge collapse; significant blackout, communications outage, water failure, etc.) | Any active shooter situation with multiple victims/significant loss of life or involving a high profile location or facility | A caller to 9-1-1 reports he/she wants to take violent action towards military personnel |
| Any aircraft crash | A wildland fire that threatens a military facility | Suspected or confirmed event of terrorism (any source) |
| Riots or civil disturbances near a military installation or facility | A HazMat incident which may impact a nearby military facility | Possible chemical, biological, nuclear, or radiological event |

This list is by no means “all-inclusive.” 9-1-1 Centers are encouraged to use their best judgement regarding notifications and to call “when in-doubt.” In addition, if a significant escalation of an already reported event occurs, then PSAPs are asked to provide an additional notification to the USNORTHCOM OPERATIONS CENTER when conditions permit.



Questions?

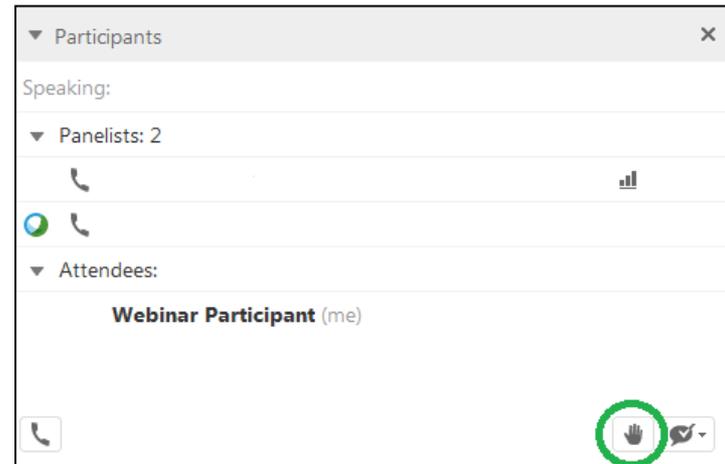


Q&A Period

WebEx's "Chat" feature located on the right-hand side of your screen.



Click on "Raise Hand" and your phone will be unmuted.



Recommended Minimum Training Guidelines for the 9-1-1 Telecommunicator

Implementation Toolkit





Guidelines Implementation Toolkit

- ✓ CASE STUDY MATRIX
- ✓ MODEL LEGISLATION
- ✓ LEGAL ISSUES & CHALLENGES
- ✓ ONE-PAGER FOR LEGISLATORS
- ✓ LINKS TO STATES WITH TRAINING STATUTES AS REFERENCE
- ✓ GENERIC PPT PRESENTATION TO HELP YOU TELL YOUR STORY

CASE STUDY MATRIX

**Case
Studies**



CASE STUDY MATRIX

- Lessons Learned
- Advice Moving Forward
- Tools Used for Engagement
- Hurdles That Stood in the Way
- Engagement Ideas
- Rallying Supporters to the Cause

| CASE STUDY MATRIX | FLORIDA | INDIANA | TEXAS | TENNESSEE | IDAHO |
|--|---|---|---|--|---|
| How did you find a Champion for your bill? | We approached our local state representative and state senator that represented the area where our tragedy happened. They were shocked that there was no required training for 9-1-1 Call takers and Dispatchers and were energized to correct it. | Legislation was done long ago, Ken Louden 15years; specific state senators/ reps are cultivated who came from a ps background. | One of the city mayors who is on the policy board believed in the mission and mentored them through the legislative process; took them to the Capitol; introduced them to Chief of Staff in key legislator's offices. | The original bill in TN approximately 7/8 years ago. State 911 Board started the process for wireless and carried that over to all telecommunicator training. They had a Public Affairs person who was the acted as catalyst and advocate. Public private partnership is extremely helpful. Do your homework and groundwork ahead of time. TN achieved several co-sponsors (as many as 80) who signed on to the bill and did so by partnering with the service providers and carriers and others. Once agreement on the legislative language that would be proposed was reached, the carriers helped to get the sponsors. this public private partnership was instrumental in getting the ground work done ahead of time to solidify support. As the local 911 authorities voted to support the bill, a dynamically updated visual map helped to keep all informed and illustrate the growing momentum of support. | While Idaho's bill is not law yet (anticipated to be law on July 1, 2017), the Idaho PSAP Standards & Training Committee has worked on this issue for nearly 9 years. They have partnered with one strong legislative supporter, as well as the Idaho Sheriff's Association (after much collaboration). The Idaho Sheriff's Association will be the lobbying organization, for this bill. |
| If you knew then what you know now, what would have made it easier for you to pass your legislation? | Nothing that i can think of. Unfortunately, Denise's murder and the national publicity that followed, made it fairly easy for our bill to pass unanimously. Having said that, victim testimony at committee meetings where the bill is being presented for passage, is invaluable. Research tragedies in your state that may have been avoided with better training and reach out to the families to see if there is a willing, "credible" spokesperson that could speak at these committee meetings. | State 911 Board (Barry Ritter) is driving legislation; State Fire Marshall's Office now has leg authority to do telecommunicator training; prior to that no one agency had responsibility to make sure it happened. Now there is enforcement. | Get to the Chief of Staff and the legislator's staff because they are the ones who make things happen and get policy in front of the congressional representative. | Currently, TN has specific hours for each training topic set in legislation. Now they realize that that should not be so prescriptive and that perhaps a bit more flexibility in the legislation that puts more responsibility to do what needs to be done locally for their own requirements and community needs might be beneficial. | Nothing.....these types of things take a lot of time, collaboration, COMPROMISE, and education. |

CASE STUDY MATRIX

CASE STUDY MATRIX

How did you find a Champion for your bill?

If you knew then what you know now, what would have made it easier for you to pass your legislation?

What steps did you take that ensured success?

What advice can you give others just starting this process?

What is the single more important factor that influenced your legislators to act?

What statistics or data was helpful to decision makers?

What tools did you use to engage the public safety community in advocating for your legislation?

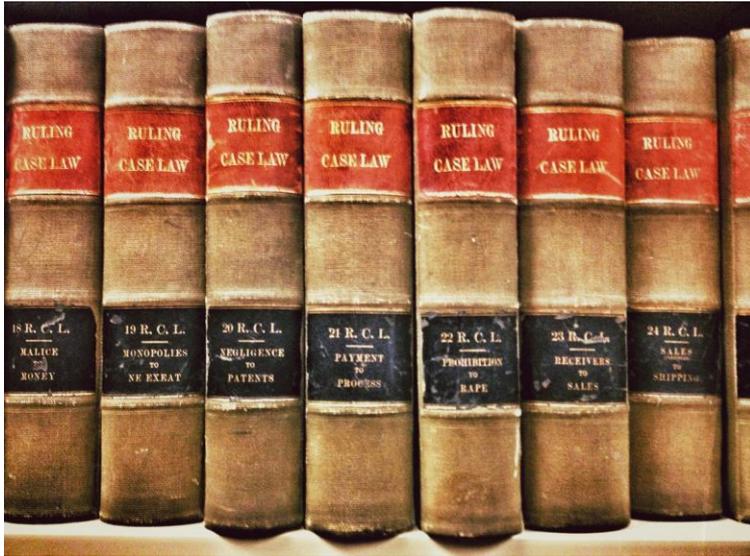
What was the biggest hurdle you had to overcome?

What would you do differently if you were starting your advocacy effort now?

In hindsight, what's the best thing you did to rally people to your cause?

CASE STUDY MATRIX

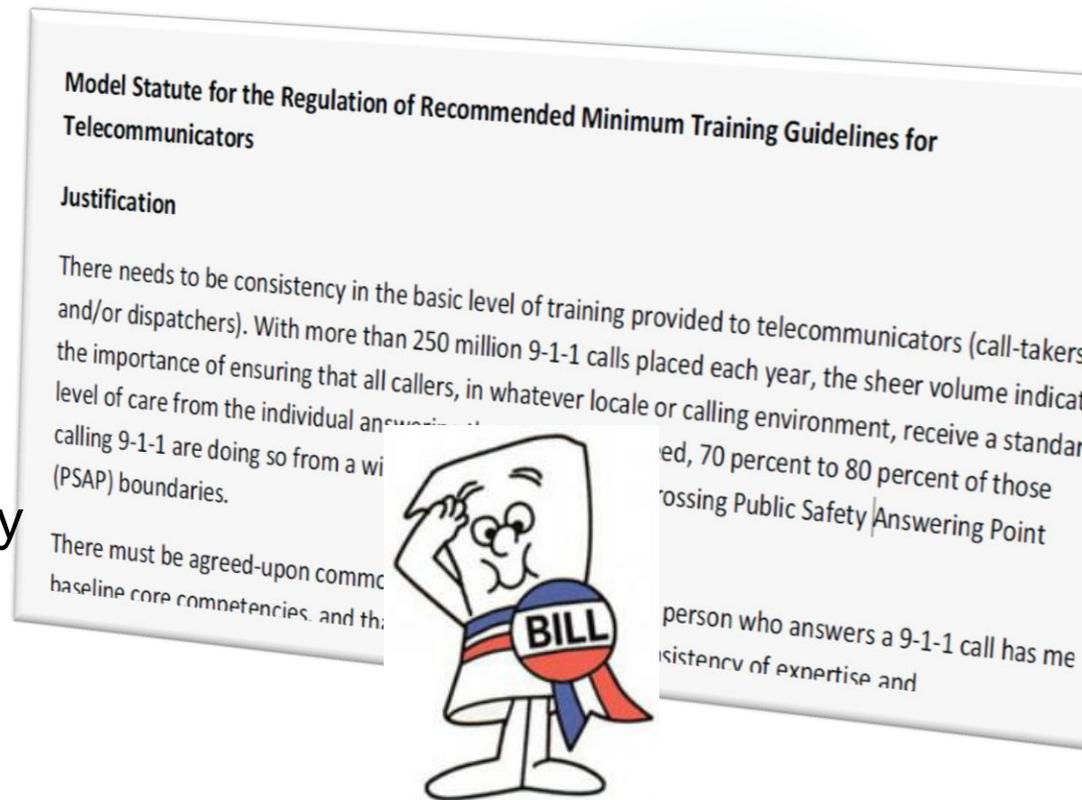
| Contacts | Nathan Lee or Mark Lee | Mike Snowden | Sherry Decker | Jamison Peevyhouse | Mike Jones | Ellen Wernicke |
|---------------------|---|--|---|---|--|---|
| Agency/Organization | Denise Amber Lee Foundation | Hamilton County Indiana | NCTCOG | Weakley County 911 | Director of Professional Services | Director, Johnson County Emergency Management & Communications |
| Email | marklee@deniseamberlee.org nathan@deniseamberlee.org | Michael.Snowden@hamiltoncounty.in.gov | sdecker@nctcog.org | jamison@wc911.com | mjones@powerphone.com | EWernicke@jocogov.org |
| Telephone | 941-830-2035 | | 817-695-9199 | 731-364-2647 | 208-413-6144 | 913-826-1004 |
| State Statute Links | http://www.leg.state.fl.us/statutes/index.cfm?App_mode=Display_Statute&URL=0400-0499/0401/Sections/0401.465.html | N/A | http://texreg.sos.state.tx.us/public/readtac\$ext.ViewTAC?tacview=4&ti=37&pt=7&ch=217&rl=Y | http://www.tn.gov/commerce/section/e911 | N/A | http://www.kansas911.org/DocumentCenter/Home/View/476 |



MODEL STATUTE FOR IMPLEMENTATION

MODEL STATUTE FOR IMPLEMENTATION

- Justification
- Objectives
- Mission
- Elements of Legislation:
 - Purpose
 - Authority and Responsibility
 - Recognition
 - Definitions
 - Funding



'ONE-PAGER' FOR LEGISLATORS & AIDES

- Single Sheet Explanation
- What / Why
- Core Topics
- Supporting Organizations
- Key Sponsors for Buy-In
- Focus on Consistent Level of Service to our Citizens

PROPOSED LEGISLATION FOR MINIMUM TRAINING REQUIREMENTS FOR 911 TELECOMMUNICATORS

What: A state-wide effort to develop minimum training guidelines for 911 telecommunicators (call-takers and dispatchers).

Why: Minimum training and certification are required for:

- Hair Dressers
- Massage Therapists
- Dog Groomers

BUT...

There are no training or certification requirements for the person who answers your 9-1-1 call when:

- Your baby stops breathing
- Your house is on fire
- You are being robbed

Goal: The proposed legislation is intended to identify those nationally recognized, universally accepted minimum core curriculum elements that are appropriate for our state to be used to train aspiring and current 911 telecommunicators and to provide the foundation for their ongoing professional development. It is vitally important that our citizens receive a consistent level of 911 service, no matter where they live or where they travel, and the minimum training guidelines being developed collaboratively by these key organizations are a huge leap forward in achieving that goal.

CURRENT STATE LEGISLATION EXAMPLES



Pennsylvania
Legislation



North Dakota
Legislation



Florida Legislation



Tennessee Legislation

CURRENT STATE LEGISLATION EXAMPLES



Texas Legislation
(Occupations
Code)



Texas Legislation
(Administrative Code)



Kansas
Legislation



New Jersey
Legislation



LEGAL ACTION CASE STUDIES FOR TRAINING

LEGAL ACTION CASE STUDIES FOR TRAINING

- Most Common Themes in Litigation
- *Ma vs. City and County of San Francisco (Asthmatic Patient)*
- *McGhee vs. Pasco Co, FL (Choking Male)*
- *Grant vs. City of Chicago (Asthmatic Patient)*
- *Hutcherson vs. City of Phoenix*
(Domestic Assault resulting in a Double Homicide and Suicide)

Legal Cases Involving 911 Training Failures

911 dispatch liability has become a nationwide concern that has produced frequent and costly lawsuits. The best way to mitigate this problem is through proper 911 telecommunicator training, including adherence to dispatch best practices, national guidelines and standards.¹ Lack of training and proper quality assurance practices can lead to a number of dispatch danger zones,² -- recurring critical failures that expose a telecommunicator and a 911 center to a high degree of liability. The most common of these are:

- Failure to obtain and verify the caller's location and phone number correctly
- Failure to follow established call taking protocols
- Failure to provide pre-arrival telephone instructions when possible and appropriate
- Failure to follow organizational policies and procedures
- Unverified "calling party gone-on-arrival" assumed, resulting in call cancellation
- Judging the integrity or truthfulness of the caller
- Communication and staffing problems at shift change (and break times)
- Preconceived notions and imposed personal, negative impressions
- Mistranslation or misinterpretation of the caller's complaint
- More than one call for help – recognizing the risk

Numerous lawsuits in the past few decades have illustrated the problems with these 911 failures. Included below is a summary of a few of the more high-profile cases:

McGhee vs. Pasco County (Florida 2007)³

Facts of the Case:

Nancy McGhee, age 37, choked to death when 911 dispatchers were unable to give her boyfriend proper instructions on how to administer emergency treatment recommended to dislodge a piece of steak.



Early Adopters

EARLY ADOPTERS

COMMONWEALTH OF PENNSYLVANIA

PEMA (Pennsylvania Emergency Management Agency), which has oversight responsibility for 911 in the Commonwealth of Pennsylvania, is using the Guidelines to build training requirements for the Commonwealth. Local PSAP agencies are being asked to review their own internal training programs in light of the Guidelines and the Commonwealth will be adopting minimum standards for all telecommunicator training based on the Recommended Minimum Training Guidelines.

METROPOLITAN EMERGENCY SERVICES BOARD (MINNEAPOLIS/ST. PAUL, MINNESOTA)

On November 9, 2016, the Metropolitan Emergency Services Board which provides assistance and oversight to the region's 18 primary PSAPs adopted training guidelines for the metro area PSAPs after a collaborative review of agency training programs by the 10 largest PSAPs in relationship to the *Recommended Minimum Training Guidelines for Telecommunicators*. This standard applies to all telecommunicators in the metropolitan area serving a population of 2.8 million residents.

EARLY ADOPTERS

TENNESSEE

The State of Tennessee recently completed a review of their existing training program in relationship to the *Recommended Minimum Training Guidelines for Telecommunicators* and will be updating their training requirements accordingly to fill in the “gaps.” Approximately 96% of the current training conducted is in parallel with the Guidelines but updates to curriculum need to occur to keep the training programs current and consistent across the state.

DISTRICT OF COLUMBIA

The District has used the Guidelines to revise, enhance and update their current initial Telecommunicator training for a more comprehensive and well-balanced training program and are experiencing positive results. The assessment from the program manager, classroom instructors and participants are that they are better prepared and more completely educated on all aspects of the job after completion of the training modules. Tenured employees are asking the training manager to be allowed to go back through some elements of the initial training program because of the results they are seeing!



We Need
CHAMPIONS

Recommended Minimum Training Guidelines for the 9-1-1 Telecommunicator

Implementation Toolkit





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Minimum Training Guidelines Documentation

The Recommended Minimum Training Guidelines for Telecommunicators Project is the result of a 9-1-1 community-wide effort that ensued over a three-year period. The goal was to identify nationally recognized, universally accepted, minimum topics that can be used to train aspiring and current 9-1-1 telecommunicators—call-takers and dispatchers—and which provide the foundation for their ongoing professional development.

The effort was driven by the belief that it is vital Americans receive a consistent level of 9-1-1 service no matter where they live or where they travel. Consequently, there must be agreed-upon common elements that ensure the person who answers a 9-1-1 call has met baseline core competencies, and that the public will receive consistency of expertise and professionalism when communicating with a public safety answering point (PSAP), aka a 9-1-1 communications center, or other Emergency Services Provider.

 [911 Guidelines At a Glance FINAL.pdf \(249K\)](#)

 [FAQs Draft FINAL May 19 2016.pdf \(379K\)](#)

Future Webinars

- 2017 Scheduled Webinars:
- Tuesday, February 14, 2017 at 12 noon ET
- Tuesday April 11, 2017 at 12 noon ET
- Tuesday June 13, 2017 at 12 noon ET
- Tuesday August 8, 2017 at 12 noon ET
- Tuesday October 10, 2017 at 12 noon ET
- Tuesday December 12, 2017 at 12 noon ET

- To register, visit: <https://tinyurl.com/2017Stateof911>

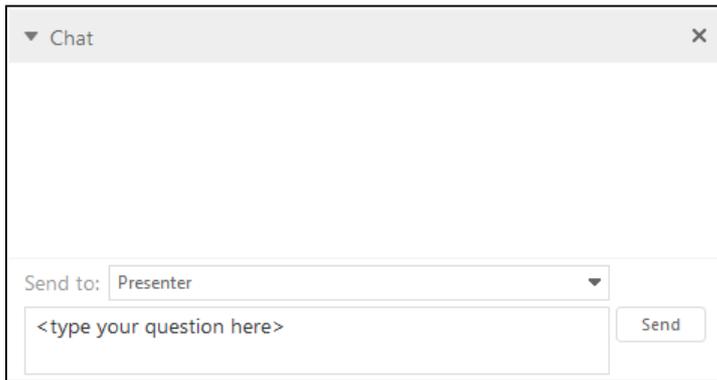
- All previous State of 911 webinars are available at: www.911.gov/webinars.html

National 911 Program

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- Feedback or questions can be sent to:
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Q&A Period

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